Returning to campus: leave time to set up your tech!

IT Services wants to ensure that staff, faculty, and students returning to campus this fall have as smooth a transition as possible. Just as it took some time to get your devices set up in your remote location, know that it will take some time to get properly set up once you return. We've created the Tech Check list below so you can rest assured that there will be one less thing for you to worry about as the fall semester begins.

Tech Check:

☑ Connect to the new campus network
  - On August 13, the campus wireless network was updated to better secure Queen’s data and resources. The changes require staff, faculty, and students returning to campus to join a new campus wireless network, called QueensU-Secure. Visit the tutorials page for information on how to connect your device.

☑ Check for and install Windows updates prior to returning to campus (if possible)
  - If you do not check for and install updates prior to returning to campus, you may be forced to install a large backlog of required updates when rejoining the Queen’s network.
  - Visit the Microsoft tutorial to learn how to check for updates to Windows 10.

☑ Reconfigure network printers
  - Staff and faculty returning to campus may need to reinstall departmental network printers because IT Services replaced the central print server in July 2021.
  - Tutorials are available to assist users in installing a network printer.

☑ Host and protect your virtual meetings
  - With many staff and faculty returning to work and many remaining remote, virtual meetings will remain a constant. To help protect yourself from organizing/hosting an unintended “open” meeting and attracting unwanted guests, you are strongly encouraged to review the recommended steps to secure a Zoom or Microsoft Teams meeting.

☑ Schedule an appointment to pick up your Queen’s Managed Mobile device
  - The customer desk located in the IT Support Centre will be accessible by appointment only. You can schedule an appointment with Queen’s Managed Mobile to pick up or drop off a device.

How to get IT support when you need it

If you are experiencing an IT issue not listed here, or if you cannot find a solution to an issue you are experiencing, please contact your departmental IT Unit or the IT Support Centre at (613)533-6666 or by visiting our Online Service Portal. In person support will be restricted to appointment only during the fall semester. If remote assistance fails to resolve the problem, an in-person appointment will be arranged (including the drop-off and pick-up of equipment).

The IT Support Centre will offer extended support hours via telephone (613-533-6666) this academic year. Weekday support hours will be from 5 am – 10 pm. Weekend support will only be available during central exam periods.

Welcome back!

Information Technology Services
Queen’s University
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